



# Packaging Management

**Presented By:**

**Frank Guerrero, DCMA Process Owner**

**Date**

**June 26-30, 2000**

**FST Conference, Orlando, FL**

# Risk Planning

- **What to look for**
  - Contract: Packaging requirements
  - QALI: customer interests, mandatories
  - Contractor operating instructions
  - Which processes are “make or break”?
- **Examples of key processes**

Materiel preservation; Packing; Cushioning (incl. blocking/bracing); Marking; Unitization

## **Examples of key process rationale statements**

- **Marking** provides shipping, storage, and distribution information
- Customer QALI identified **marking** as problematic on last procurement
  - Improper **marking** will cause product misidentification
  - **Marking** defects may delay deliveries
  - Incorrect **marking** of hazardous materials may result in

# Risk Assessment

- **High Risk**

- **Cost:** Erroneous markings may result in violation of federal law and subject to potential fines.. **High** cost risk.
- **Schedule:** Marking defects may cause in-transit shipping problems because process requires correction before it is allowed to continue onward movement or storage. Rework can usually be easily accomplished after receipt of corrected information. **Moderate** schedule risk.
- **Performance:** Process yield 99.2 %, but customer QALI indicates marking problematic on last contract. **Moderate** performance risk.

# Risk Assessment

## (Continued)

- **Example: Marking (Hazardous Materials)**
- **Example of a Risk Rating Change:** Supply Discrepancy Reports issued by in-transit aerial port during previous shipping cycle. Regulations provide for zero tolerance of marking defects. High performance/moderate schedule risk, low cost risk. New process risk rating: High.

- **Example: Marking (Hazardous Materials)**
- **High Risk Rating**
  - **Process Proofing-** Complete by Aug 15
  - **Product Audits-** Contractor process reviewed for instituting corrective actions, including training, use of checklists, and increased product audit.
  - **Data Analysis-** Data collected weekly; thorough analysis conducted by the 15th day of each month
  - **CARs-** Initiated whenever non-conformances are

# Monitoring

- **Example: Marking (Hazardous Materials) - High Risk**

## Rating

- **November Risk Monitoring**
  - **Process Proofing-** Satisfactorily completed (Aug)
  - **Results of Product Audits**
    - Aug- 80 inspected/16 defects
    - Sep- 80 inspected/0 defects
    - Oct- 80 inspected/0 defects
  - **Example of Risk Monitoring Adjustment**

Contractor has complete control of marking process since  
15 Aug. Process risk rating reduced from high to low;  
product audits reduced to inspecting 10 units per

- Required for risk planning, assessment, handling, & monitoring.

- Reassessments/changes
  - A method of communicating
    - Buying offices
    - Supervisors
    - IOA Team

